

Comparisons of Job Characteristics

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: New Accounts Clerks (43-4141)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 72

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: New Accounts Clerks (43-4141)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	19.4	15.5	<< Extensive education and/or training may be required
Mathematics	9.2	14.0	5.4	<< Extensive education and/or training may be required
Sales and Marketing	5.2	11.0	2.4	<< Extensive education and/or training may be required
Economics and Accounting	4.4	10.3	2.8	<< Extensive education and/or training may be required
Clerical	7.3	8.7	14.7	>> Current knowledge level is likely more than sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: New Accounts Clerks (43-4141)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Speaking	10.8	14.0	11.6	< A higher skill level may be required
Active Listening	11.0	13.2	11.2	< A higher skill level may be required
Service Orientation	7.9	9.1	11.0	> Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 94

Focus Occupation: Receptionists and Information Clerks (43-4171)

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Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	14.4	12.6	<	Some improvement in abilities may be required
Oral Comprehension	12.5	14.2	11.9	<	Some improvement in abilities may be required
Speech Recognition	9.9	11.8	11.2	0	Current ability level may be sufficient
Near Vision	11.1	11.4	9.3	<	Some improvement in abilities may be required
Speech Clarity	10.2	11.2	10.1	<	Some improvement in abilities may be required
Number Facility	6.3	7.9	6.7	<	Some improvement in abilities may be required
Speed of Closure	5.9	6.9	4.4	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 83

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: New Accounts Clerks (43-4141)

Work Activities	Exclusivity of Activity
Explain rules, policies or regulations	48
Fill out business or government forms	42
Greet customers, guests, visitors, or passengers	63
Maintain records, reports, or files	5
Provide clerical assistance to customers or patients	92
Resolve customer or public complaints	54
Use computers to enter, access or retrieve data	3

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 80

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: New Accounts Clerks (43-4141)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Computers	1
Content authoring and editing software	1
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.